

**FORMAT I: Fatal and non-fatal accident report****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-19**Year:** 2019

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	1	0	2	0	0	1	0	2

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal

**FORMAT II: Action taken report for safety measures complied for the accidents occurred****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-19**Year:** 2019

Sl. No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI /AEI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Package S / Stn near Timber Market on Main Road Kotla Mubarak pur.	10.01.2019 at 1:13 PM	Non-Fatal	As per information given by the concerned O&M division head NZD that on 10.01.2019 at about 1:13PM ,a non fatal accident of an unknown person ( reported durggie / smakia) occured at package s/stn near Timber Market on main road Kotla Mubarak pur. Due to which a 11 KV Bd of this HT network / package s/stn reported occurred/ power supply tripped at 1:13PM. The injured was reported been taken to the Hospital by the police immediately for treatment .	NIL	NIL	NIL	NIL	NIL

2	D-Block, Gali No.5, H.No. 7, Sangam Vihar, New Delhi.	22.01.2019 at 8:30 AM	Fatal	Ms. Gunnu got electrocuted due to leakage of current in the water because of rain and water logging in front of premises H.No. 7, D-Block, Gali No. 5, Sangam Vihar, New Delhi-110062 on dated 22.01.2019 at 8:30 AM while going to her office. During the site visit, it has been found that wire in conduit pipe is running from the said house and going under ground near nali, which may be the possible reason of current leakage.	NIL	NIL	NIL	NIL	NIL
3	RZ-432 / A, Kh. No. 416, Gali No. 10, Kailash Puri Extension, New Delhi-110045.	29.01.2019 at 2:44 PM	Non-Fatal	A telephonic message was received by Sh. Ram Janam TO, on telephone no.-8448792241 of Kailash Puri Complaint Center from Mobile no.-9873472452, about electrocution of a person at Gali No.-10 Kailash Puri Extn. Complaint was immediately forwarded to Sh. Mahender LM and he found that during painting of roof of first floor at RZ- 432/A Kh No.-416, Gali no-10 Kailash Puri Extension , New Delhi-110045, Arvind Kumar Painter fall from first floor after electrocution. At 14:44 Hrs. 11 KV feeder Kailash Puri Extn. from G-2 PPK Grid also tripped.	NIL	NIL	NIL	NIL	NIL

**FORMAT III: Action taken report for safety measures complied for the accidents occurred**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Jan-19  
**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.		-	42512	42512	42512	0	42512	0

Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			9378	9378	9378	0	9378	0
Continuous power supply failure requiring replacement of distribution transformer.			3	3	3	0	3	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			16036	16036	16036	0	16036	0
Continuous Scheduled Power Outage			2009	2009	2009	0	2009	0
Replacement of Burnt Meter or Stolen Meter		113	2799	2912	2603	191	2794	118

**FORMAT IV: Quality of Power Supply**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Jan-19  
**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5=3+4</b>	<b>6</b>	<b>7</b>	<b>8=6+7</b>	<b>9=5-8</b>
Local Problem	4 hours	0	1079	1079	1079	0	1079	0
Tap setting of transformer								
Repair of Distribution								
Line/transformer/ capacitor								
Installation and Up gradation of High Tension/ Low Tension								

**FORMAT V: Complaint about meters**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Jan-19  
**Year:** 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5=3+4</b>	<b>6</b>	<b>7</b>	<b>8=6+7</b>	<b>9=5-8</b>

Complaint lodged for accuracy test of meter-Fast	Within fifteen days	1,026	1,105	2131	847	424	1271	860
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	1,161	2,518	3679	2,513	318	2831	848
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	441	2,915	3356	2,348	620	2968	388
Complaint lodged for stolen meter		10	38	48	38	0	38	10

**FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
New Connection where no RoW or road Cutting permission is required	7 days	4,535	14,727	19262	8,252	2,275	10527	8735
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0
New Connection where no RoW or road Cutting permission is required	7 days	142	129	271	96	44	140	131
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

**FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8

1. Electrified Areas (where extension of line upto five poles is required)	15 days from receipt of payment							
2. Electrified areas (where extension of lines or augmentation of Distribution Transformer capacity where peak load of transformer has reached 90% of its rated capacity.	Within 2 months from receipt of payment							
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment							
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days							
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days							
New Connections		4535	14727	19262	8252	2275	10527	8735
Additional Load		142	129	271	96	44	140	131

FORMAT VIII: Connection in un-electrified areas								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Jan-19						
Year:		2019						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	6	9	15	9	0	9	6
Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from Commission's approval	2	2	4	2	1	3	1

FORMAT IX: Transfer of Consumer's connection and conversion of services.
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Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	129	4,392	4,521	4,318	51	4,369	152
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	266	4,060	4,326	3,987	46	4,033	293
Change of Category	As per Regulation 17 (5)	69	526	595	507	70	577	18
Incase connection is denied after receipt of payment against demand note	-	4	235	239	52	154	206	33
Connection energized through Loop	As per Regulation 11	0	0	0	0	0	0	0
If notice towards downward if any is not sent	31st May of Financial year	0	0	0	0	0	0	0

**FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Only one bill in a Financial Year	384	423	807	337	48	385	422
Final bill for vacation of premises	5 days	29	102	131	112	0	112	19
Non payment of dues by the	15 days	9	186	195	183	0	183	12
Request for reconnection	24hrs	140	1,806	1,946	1,425	357	1,782	164
Consumer wanting disconnection	5 days	740	4,354	5,094	3,370	978	4,348	746

**FORMAT XI: Failure of Distribution Transformer**

<b>Name of Company:</b> BSES RAJDHANI POWER LIMITED. <b>Period of Report:</b> Jan-19 <b>Year:</b> 2019				
<b>No. of Distribution transformers at the beginning of the month</b>	<b>No. of Distribution transformers added during the month</b>	<b>Total number of distribution transformers</b>	<b>Number of Distribution transformers failed</b>	<b>% Failure rate of distribution transformers</b>
1	2	3=1+2	4	5=(4)*100/(3)%
7142	30	7172	3	4.18%

Note: Only 3 phase transformers considered >=400 kVA  
Only New transformers added in the system is considered against point no. 2  
Only O&M failure considered

FORMAT XII: Failure of Power Transformer				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Jan-19		
Year:		2019		
No. of power transformers at the beginning of the month	No. of power transformers added during the month	Total number of power transformers	Number of power transformers failed	% Failure rate of power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
251	0	251	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company:		BSES RAJDHANI POWER LIMITED.				
Period of Report:		Jan-19				
Year:		2019				
Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieved (C)
				Within Specified Time	Beyond specified time	
1. Power Supply Failure						

(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.		42512	42512	0	100.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9378	9378	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		16036	16036	0	100%
(v)	Continuous scheduled power outages		2009	2009	0	100.00%
(vi)	Replacement of burnt meter		2912	2603	191	89.39%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07H:45M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1609	1609	0	100.00%
Reliability Indices						
4	SAIFI		0.111			
	SAIDI		0.068			
	CAIDI		0.609			
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

#### FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of Cases	Amount Claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity connections						
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.					



(ii)	Augmentation	1.5% of the demand charges deposited by consumer for each day of				
(iii)	Un-electrified	1% of the amount deposited by developer/applicants per day of default.				
(iv)	Connection denied	1.5% of the demand charges deposited by consumer for each day of				
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract demand				
2	Transfer of Name	Rs. 100 for each day of default.				
3	Load Reduction	Rs. 100 for each day of default				
4	Notice for downward	Rs. 500 for each case				
5	Change of category	Rs. 100 for each day of default				
6	Complaints in billing	10% of excess amount billed				
7	Replacement of	Rs.50 for each day of default				
8	Fault in street	Rs. 75 for each day of default				
9	Voltage fluctuations					
10	Power Supply Failure					
11	Total					

**FORMAT XV: Unauthorized Use of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

No. of Cases Booked	No. of Cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favor of the Licensee	No. of cases decided by the Appellate Authority in the favor of
447	147	0	0	0

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jan-19  
Year: 2019

No. of Cases Booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favor of Licensee	No. of cases decided by the Special Court in favor of Consumer
937	743	5	2	3